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ABSTRACT

This book provides practical, step-by-step guidelines and gives important reasons why managing diversity is good for overall business. It identifies issues specific to designated groups and provides effective techniques for creating a level playing field, as well as specific on-the-job applications for running meetings, building a team, opening the dialogue, and coaching and counseling. It is designed for easy access to checklists, tests, questionnaires, exercises, stories, experiential activities, and new ideas. The nine chapters focus on diversity issues facing management today, improving communication, fostering a climate that encourages success, motivating staff to make a significant contribution, developing people, getting results, guidelines for fair meetings, team-building exercises, a quick and easy progress survey, and suggestions on future strategies. (Includes an index.) (RJM)

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